

performance is measured in the field by DDOT and the contractor. Staff members of each organization are in the field every day noting deficient areas, and the contractor maintains a daily work log for the project. The monthly review is a subjective windshield survey, while the annual review is an objective engineering evaluation of performance under the contract.

The subjective monthly reviews with regular raters are critical since they measure how the project partners feel about the project's status and success. The reviews provide a recurrent, overall snapshot of the system's condition (Figure 2).

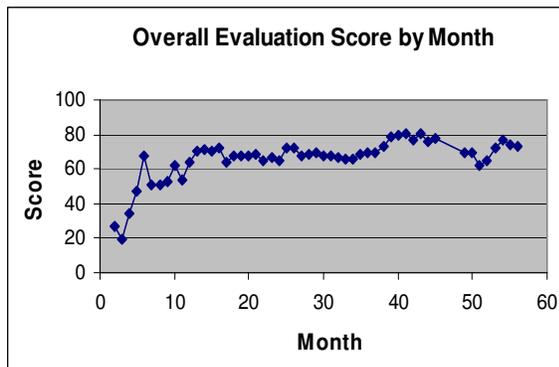


Figure 2 Monthly evaluation results

The annual evaluation provides an objective engineering assessment (expectations do not change with time) of the condition of the assets against the performance standards. Teams of subject matter experts rate the assets on randomly selected sample segments during the evaluation. The annual evaluations provide an indication of contractor performance and project success.

Outcomes

The DC Streets project has allowed DDOT to allocate its in-house maintenance resources to local neighborhood streets in addition to providing great lessons in performance based contracting. The effort

has also created local small business contractors and increased residents' opportunities for employment.

Practical solutions have been designed to address the challenges on the DC Streets project. The project partners use numerous innovative products and technologies, namely the Web Portal (Figure 3) for project coordination across agencies, the Tracker Database for asset deficiency tracking and innovative sampling and data collection; both provide mechanisms for timely response to asset management issues.

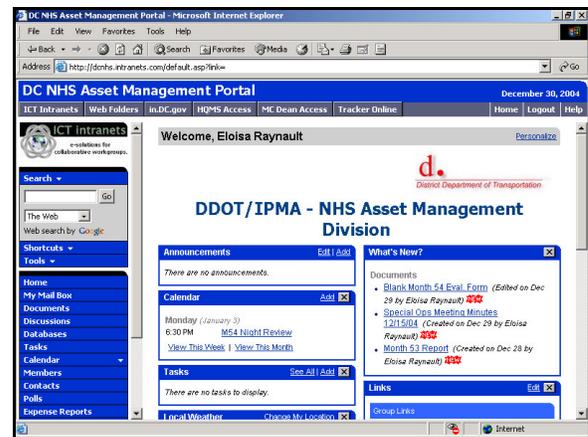


Figure 3 The DC NHS Web Portal

Future Opportunities

DDOT will continue using performance-based asset preservation contracts after the DC Streets effort, given their value in keeping assets at or above their current condition. The agency is expanding the application of the concept District-wide for assets, such as lighting and tunnels.

